



Role Outline

Job Title: Home From Hospital Volunteer

Department: Out of Hospital Service

Place of Work: Outreach

Hours of Work: To be confirmed

Responsible to: Lead of out of Hospital Services

Purpose of Role:

A dedicated volunteer to join our team to make a lasting impact on the lives of individuals transitioning back into the local community. Our services rely on the support of volunteers to provide crucial assistance to those in need

Main Tasks and Responsibilities

Our volunteers offer up to 6 weeks one-to-one, short-term, practical support, which enables patients to return home with confidence when no other support is available. You might help with shopping, collecting prescriptions, or just being there when people begin to do things for themselves.

You'll need to have a friendly personality with the ability to observe and identify areas of concern. You'll have good communication and listening skills, with a non-judgemental attitude towards an individual's circumstances and a willingness to ensure confidentiality. Your role will involve elements of lone working and building a relationship with those you visit, which is hugely rewarding for both you and the people you support. We also have opportunities available for people with specific skills, so please tell us what your strengths are when we meet.

You will receive relevant training for your role and will be welcomed and supported by a friendly local team.

Requirements

Essential	Desirable
<ul style="list-style-type: none">• Good communication skills• Patience and sensitivity• Honest and trustworthy• Understanding of confidentiality• Understanding of the boundaries of the role• Ability to dedicate a regular time slot to volunteer• Respect and understanding for older people	<ul style="list-style-type: none">• Previous experience of working with/caring for older people• Own Car• IT Skills• Understanding of how to refer into other Age UK Wirral

Training Given

A training programme will be given to new volunteers before they begin. Subsequent training will be delivered at regular intervals.

A DBS will be undertaken as you will be working with vulnerable adults.